



MOOG TOTAL SUPPORT
COMMERCIAL AFTERMARKET SERVICES

ABOUT MOOG

Moog Inc. is a worldwide designer, manufacturer, and integrator of precision motion control products and systems. Over the past 60 years, we have developed a reputation for delivering innovative solutions for the most challenging motion control applications. As a result, we have become a key supplier to the world's leading aircraft manufacturers and are positioned on virtually every platform in the marketplace.

With Moog, you will find a wide spectrum of products, services and support from a dedicated and trustworthy organization. Our culture, coupled with our commitment to our customers, process control and product innovation, will continue to drive the success of our company and yours.

MOOG AIRCRAFT LIFE CYCLE SUPPORT

Our customer focused aftermarket team is ready to deliver quality products and services specifically tailored to meet your requirements 24 hours a day, 365 days a year.

Moog Total Support is a full scope of support solutions, ranging from proTECT, a fully integrated component spares and maintenance package to assetSOLUTIONS - a simple asset purchase or time and material transactional repairs. reNEW™ is designed for end-of-service life operations and introduces extensive repair development and used material to manage cost and obsolescence.

Our unique culture and commitment to exceed our customer's expectations results in innovative solutions to customer problems delivered by a trustworthy and dedicated organization.



SUPPORT THROUGH LIFE CYCLE

EIS/Growth

Midlife

Mature /
Phase Out

Sunset



Service Solution	Pooling	FH R&O	Fixed Price R&O	Training	Technical Support	Performance Guarantees	Bespoke Work Scopes	Use of Used Material	Extensive Repair Development	Predictive Analytics
proTECT	✓	✓	✓	✓	✓	✓				✓
reNEW	✓	✓	✓		✓	✓	✓	✓	✓	

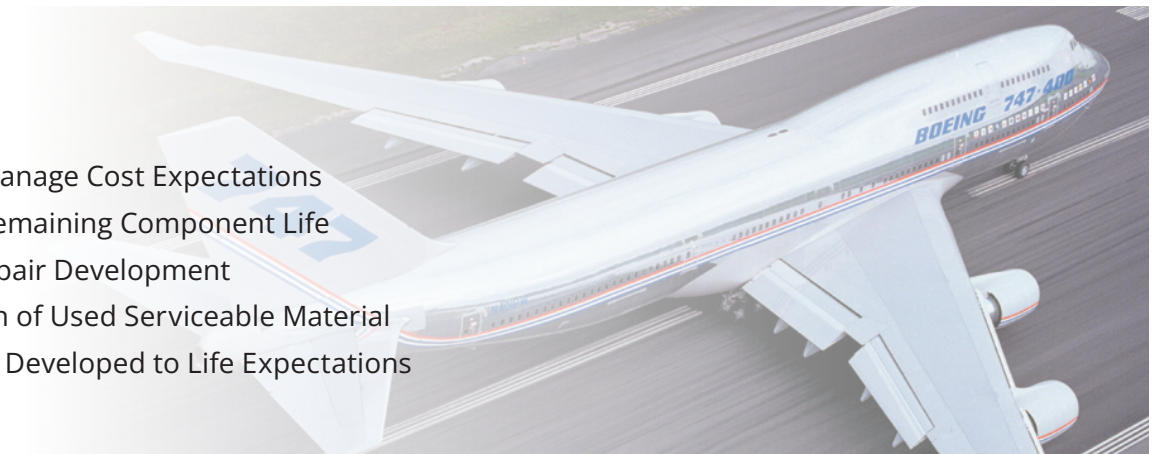
proTECT

- Integrated Flight Hour Pooling and MRO
- Commercial and Performance Guarantees
- OEM Technical Support and Training
- Reliability Focused
- Commercial and Availability Risk Management
- SMART Maintenance Services (Predictive Analytics)



reNEW

- Tailored to Manage Cost Expectations
- Maximizes Remaining Component Life
- Extensive Repair Development
- Incorporation of Used Serviceable Material
- Work Scopes Developed to Life Expectations



assetSOLUTIONS

- Sale of New or Used Material
- Purchase of Customer Assets
- Exchange, Lease and Loan Options
- Market Competitive Pricing
- OEM Renowned Quality and Reliability
- Extended Warranties
- Inventory Available for Immediate Dispatch



Moog supports the Boeing 737 Max, 737 NG, 747-400, 747-8, 757, 767, 777, 787, Airbus A330/310, A320, A330/340, A350XWB, A380, Embraer E-150, COMAC C919, Gulfstream G280, G600/500, and G650.



GLOBAL CUSTOMER SUPPORT

For spares ordering/repair and overhaul administration, product support/technical inquiries, please use the corresponding contact information listed below.

Centralized 24 Hour Customer Service Center: +1 716 687 7900

AOG Hotline

+1 716 687 7900

aogphone@moog.com

Spares Ordering | Repair and Overhaul Administration

casc@moog.com

For clarification regarding Repair Station Capability, please contact the Customer Service Center or visit www.moog.com

EAST AURORA CUSTOMER SUPPORT CENTER



Moog Aircraft Group - East Aurora Operations

Plant 24

Cage Code: 94697

SITA: NYCMOXD

East Aurora, New York

14052

FAA: ND1R344K

USA

EASA: 145.4685

Tel: +1 716 687 7900

CAAC: F00100327

TORRANCE CUSTOMER SUPPORT CENTER



Moog Aircraft Group - Torrance Operations

20263 Western Avenue

Cage Code: 0ZWK8

FAA: ND13344K

Torrance, California 90501

EASA: 145.4684

USA

WOLVERHAMPTON CUSTOMER SUPPORT CENTER



Moog Aircraft Group - Wolverhampton Operations

Valiant Way

Cage Code: K0648

FAA: DQD4021K

Wolverhampton, WV9 5GB

EASA: UK.145.01230

United Kingdom

EASA Part 21: UK.21G.2622

TEWKESBURY CUSTOMER SUPPORT CENTER



Moog Aircraft Group - Tewkesbury Operations

Ashchurch, Tewkesbury,

Cage Code: U3614

FAA: M0GY773N

Gloucestershire, GL20 8NA

EASA: UK.145.00245

United Kingdom

EASA Part 21: UK.21G.2075

CAAC: F04400197

BAGUIO CUSTOMER SUPPORT CENTER



Moog Aircraft Group - Baguio Operations

Baguio Ecozone,

Cage Code: SFM38

CAAP Philippines: 53-03

Loakan Road

CAAS Singapore: AWI/255

Baguio City, 2600

FAA: O63Y132Y

DCA Thailand: 441/2553

Philippines

EASA: 145.0105

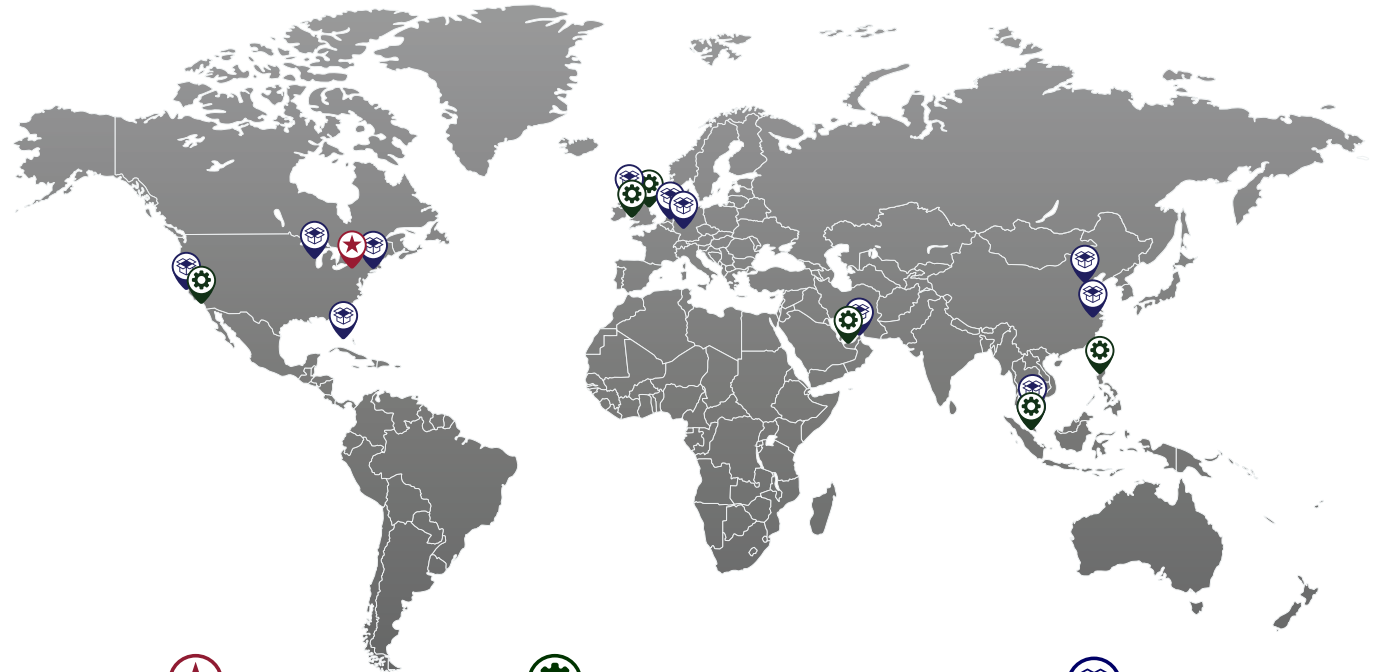
DGCA Indonesia: 145/67400

CAAC: F06300549

DCA Malaysia: AO/0160/10

GLOBAL SALES SUPPORT

Our regional sales managers are focused on working with you to understand the specific needs of your organization. Our managers work closely with our customer support team to convey your needs and develop tailored support programs to best address your objectives.




Headquarters/Service Center

East Aurora, NY USA


Repair Center

Torrance, CA USA
Tewkesbury, UK
Wolverhampton, UK
Baguio, Philippines
Abu Dhabi, UAE
Singapore


Forward Stocking

Los Angeles, CA USA
Miami, FL USA
JFK Airport, NY USA
London, UK

Amsterdam, NL
Dubai, UAE
Beijing, China
Shanghai, China
Singapore

Sales Support Contacts – Aftermarket Services

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Used Serviceable Material – Aftermarket Services

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MOOG

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